



Improving the Quality of Life for Military Families With Special Needs

**Navy Exceptional Family Member Program
Conference
Seattle, WA
July 12-15, 2005**

**Dr. Rebecca Posante, Deputy Director
Educational Opportunities Directorate
Office of the Under Secretary of Defense
(Personnel and Readiness)
rebecca.posante@osd.mil**

Personnel and

Who are we?

- Our total military force is comprised of 2.6 million Active Duty and Reserve and Guard members from all branches of the DoD, and the DHS's Coast Guard.
- Active Duty and Reserve and Guard members of the Army make up the largest percent of military personnel (44.8%), followed by Active Duty and Reserve and Guard members of the
 - **Air Force (22.5%),**
 - **Navy (20.2%),**
 - **Marine Corps (10.5%),**
 - **Coast Guard (2.0%).**

Who are our families?

- Active Duty members – 1.4M
- Active Duty family members – 1.9M
- This ratio of service members to family members has remained constant for the past 13 years.
- Over half of the Active Duty force (58.4%) have family responsibilities (spouse and/or children).
- The largest percent of minor dependents of Active Duty members are between birth and five years old (39.6%). The next largest percent are 6 to 11 years of age (32.3%). Almost one quarter (24.4%) of minor dependents are 12 to 18 years of age.



What are the issues?



- Family members have special needs.
 - We support the family thus ensuring mission readiness for the service member.

DoD Initiatives

- **MilitaryHOMEFRONT**

- Official Department of Defense website for quality of life information

- **Military OneSource**

- Supplements our on-site family support services
- Ideal for families with special needs members

MilitaryHOMEFRONT

- Official
- Department of Defense
- Quality of Life
- Website/portal
- Directed to
 - Troops and Families
 - Leadership
 - Service Providers



Troops and Families

- Audience. Active duty, reserve and guard, immediate and extended family, significant others.
- Mission. To educate service members and their families about quality of life programs and benefits.
 - Provide them with quick answers to their questions
 - Direct them to resources (military and civilian) that can help them



Leadership

- Audience. Any service member (E-4 to O-10) in a leadership role
- Mission. To educate leaders about quality of life programs. Provide them:
 - Quick answers to critical situations they face as leaders.
 - Points of contact at the installation level who can help them in their leadership role.



Service Providers

- Audience. Individuals who work directly with military families (family support, child care, DoD school personnel, etc.).
- Mission. Arm providers with information and resources that will allow them to provide quality service to military families.
 - Provide the big picture
 - Improve their programs
 - Improve themselves

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MilitaryHOMEFRONT is the central, trusted, up-to-date source for Service members and families to obtain information about all Quality of Life programs and services. Whether you live the military lifestyle or support those who do, you'll find what you need! ...



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Find all you and your family need to know - from your first ID card to your transition to civilian life.



Leadership

Locate official quality of life program information and resources for your troops and their families.



Service Providers

Access desk guides, policies, forms, and other information from service branches and the Department of Defense.



Highlights and Headlines

[DoD Warns Against "Loan Shark" Lenders](#)

WASHINGTON, June 17, 2005-The Defense Department has launched a new effort to educate servicemembers about the dangers of borrowing from "loan-shark" lending companies and to teach them how to avoid ending up in a spiral of compounding debt, a DoD official said here today. (Posted on Tuesday, June 21, 2005)

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Welcome, Troops & Families!

Military life comes with unique challenges. It is a world with a language of its own, a new way of doing things from shopping at the commissary to moving to foreign lands. Having trusted information on how to deal with these challenges can make the difference between stress and success. This is the place to come for the most accurate and up-to-date information about Department of Defense programs serving troops and their families. Please add this to your Bookmarks and return often.

Highlights & Headlines

[NMFA Surveys Concerning Education and Deployment](#)

By National Military Family Association
(Posted on Thursday, June 23, 2005)

The National Military Family Association is constantly looking for ways to improve the quality of life for military families. We gather the information we need in a variety of places, but also need to go straight to the source: military families. We want to hear from you! Your input helps us in informing others about issues of importance to you and other military families. We use survey data in NMFA testimony to Congress, in meetings with policymakers, in our conversations with the press, and in developing educational materials to help you and other military family members understand their rights and benefits. Click on the headline to link to the surveys.

[DoD Warns Against "Loan Shark" Lenders](#)

By Terri Lukach, American Forces Press Service
(Posted on Tuesday, June 21, 2005)

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Over 100,000 military families have members with special needs. These include spouses, children, or dependent parents who require special medical or educational services. These family members have a diagnosed physical, intellectual or emotional condition. We invite you to explore the Special Needs module to learn about and find the resources that will support your family. Please update your bookmarks or favorites so you can return here often and [Subscribe](#) to our newsletter. As new items about special needs are added to the website, those who subscribe will be alerted.



While MilitaryHOMEFRONT works hard at providing you with the most comprehensive information designed specifically for military families with special needs we realize that you may have needs that go beyond the scope of our website. If that is the case, we encourage you to contact [Military OneSource's Division of Special Needs](#). Military OneSource, a Department of Defense sponsored benefit, is available 24 hours a day, 7 days a week, 365 days per year. Their consultants have advanced degrees in a wide variety of subjects with an extensive research department standing by to look into your specific questions.

Family Stories

Where do families often learn about programs and services available to them? From other families who have been through the same experiences. These stories illustrate the strength of the family and the resources they used to support their exceptional family member.



Amber's Story

Amber is a young woman and has multiple physical disabilities. The Exceptional Family Member Program has been helping Amber and her family since they enrolled in 1987.



Ali's Story

Five-year-old Alison was born with numerous

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Troops & Families This is the place to come for the most accurate and up-to-date information about Department of Defense programs serving troops and their families.		
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The Exceptionals Joint Military Conference Forum	17 / 72	Jun 16, 2005 9:08 AM by: PEATC »
Military Severely Injured Support Forum	3 / 6	Jun 19, 2005 7:32 PM by: longcall911 »
Transition Assistance Forum	0 / 0	Apr 26, 2005 1:19 PM
Leadership MilitaryHOMEFRONT is a One-Stop source of information designed especially to fit the needs of the Leader.		
Casualty Assistance	1 / 2	Jan 30, 2005 1:24 PM by: ramon.lao »
Disaster Resources Forum	1 / 1	Apr 29, 2005 9:41 AM by: Izzy »
Legislation, Policies and Guidance Forum	0 / 0	Apr 26, 2005 1:17 PM
Service Providers MilitaryHOMEFRONT is an important source of information for Service Providers.		
Children & Youth Forum	3 / 5	Apr 22, 2005 2:01 PM by: Izzy »
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Medicaid Waiver question	Izzy	0	Jun 16, 2005 3:27 PM	by: Izzy
Not Enrolled in EFMP	sgolden5374	2	Jun 13, 2005 3:42 AM	by: Adriana
compassionate reassignment ?	crosbywa	1	Jun 7, 2005 12:53 PM	by: Izzy
Questions about EFMP in Germany and codes ?	hilda p	5	May 31, 2005 11:54 PM	by: hilda p
Help with deployed spouse	merbeese	1	May 16, 2005 6:44 PM	by: Izzy
compassion reassignment	mayra	6	May 6, 2005 5:26 PM	by: Izzy
My son has Severe Hemophilia	EdwardA	6	Apr 29, 2005 12:46 PM	by: EdwardA
How to get compassionate reassignments?	Leah	3	Apr 28, 2005 2:05 PM	by: Izzy
ADHD care person in Langley Virginia ?	firstdiamond	1	Apr 27, 2005 2:10 PM	by: Izzy
2 kids with special needs	padillaz	2	Apr 22, 2005 1:47 PM	by: Izzy
PDDNOS and ADHD	cindih78	1	Apr 20, 2005 11:46 AM	by: Izzy
Childcare and other resources for son in Philadelphia	Mr Big	1	Apr 13, 2005 6:55 PM	by: kelliott
Thanks for the help but I need more info....	julie	2	Apr 4, 2005 6:43 PM	by: kelliott
EFMP updates	frevia	2	Apr 1, 2005 5:19 PM	by: Izzy
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Topic: Not Enrolled in EFMP

Replies: 2 Pages: 1 Last Post: Jun 13, 2005 3:42 AM by: [Adriana](#)

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[sqolden5374](#)

Not Enrolled in EFMP

Posted: May 28, 2005 7:05 AM

[Reply](#)

Posts: 1

 From: Ft. Bragg, NC
 Registered: 5/28/05

Hi there! I am new to this forum and I have some questions. To my knowledge my daughters are not enrolled in EFMP & 2 have disabilities. My oldest has ADHD and my middle has speech delays and non-specified learning disability. So, my question is this, how do I go about getting them enrolled in EFMP. We see a civilian doctor. Also, I am looking for some support, such as an ADHD family support group or perhaps a LD support group -- Does the EFMP usually have programs like this? My husband is currently deployed and we do not live on post so I rarely go there.

Believe it or not we have been military for 10 years and I am still not very familiar with most of the programs on post. It just seems that there is an overwhelming amount of info out there to learn and remember!

Thanks,
 S. Golden

[Izzy](#)

Re: Not Enrolled in EFMP

Posted: May 28, 2005 9:57 AM


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Posts: 90

 From: DoD Information
 Technology Center
 Registered: 4/1/05

Go here: <http://www.militaryhomefront.dod.mil/troops/efmp>.

On the navigation on the left side of the page you'll see "Exceptional Family Member Program". Click on that and you will see, on the same navigation, "Army", "Navy", "Air Force" etc. Click on the Service that your husband serves in and that particular Service's Exceptional Family Member Program will appear. The DD2792 and DD2792-1 Enrollment forms can be completed by your child's civilian physician and are available by clicking again on "Exceptional Family Member Program" and scrolling to the bottom of the page.

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Family Stories

Where do families often learn about programs and services available to them? From other families who have been through the same experiences. These stories illustrate the strength of the family and the resources they used to support their exceptional family member.



Amber's Story

Amber is a young woman and has multiple physical disabilities. The Exceptional Family Member Program has been helping Amber and her family since they enrolled in 1987.



Alison's Story

Five-year-old Alison was born with numerous disabilities, including hydrocephaly. The EFM Program helped her family get wheelchair accessible housing at Quantico and TRICARE covers many of her expensive seizure medications.



Galen's Story

Galen is a 6 year old with a traumatic brain injury. Early intervention services and Medicaid helped his family.

Kendra's Story

Kendra is a teenager who was diagnosed with cancer. The Make a Wish Foundation made Kendra's wish come true.

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Special Needs

Amber's Story



Amber is 19 years old and is the daughter of a Chief Warrant Officer 5 with over 24 years of service in the Marine Corps. Amber was born while her Dad was stationed at MCAS New River in NC. Due to Amber's many medical needs her father had to request a [Humanitarian Transfer](#) to Andrew's AFB in order for her to receive care at Bethesda Naval Hospital.

Amber had a stroke between her second and fourth months of gestation. She was born with micro-ophthalmia, (a small eye with smaller eye opening), diagnosed with seizures around 2 1/2 months old as well as severe brain damage which has left her with a speech disorder, paralysis of the left side of her body, severe scoliosis that was corrected with Herrington rods (metal rods attached to the vertebra with wire to stabilize the spine).

In 1997, a defect in her hypothalamus (a part of the brain that regulates the body temperature) was found and Amber is prohibited from being in temperatures above 80 degrees without a cooling vest. Amber is also sensitive to many foods which causes her seizure activity to increase drastically. Amber is also allergic to chlorination, because of this allergy, Amber's parents cannot bleach anything that belongs to Amber nor can she drink or bathe in tap water.

Amber's father has been enrolled in the Marine Corps' [Exceptional Family Member Program](#) since 1987. Her father's enrollment category (IV) has allowed her family to receive priority housing when changing duty stations as well as adaptations such as ramps and a widened driveway to accommodate her wheelchair.

Amber was enrolled in [TRICARE Standard](#) and then her family switched Amber's enrollment to [TRICARE Prime](#) after her surgery in 1997. This change allowed her family to receive a temporary reclining wheelchair and also allowed her family to take Amber home with a PICC line in place so that she could receive her many medications and levels drawn one or two times a week by a nurse at our home for a minimal co-payment at that time. Being enrolled in TRICARE Prime has also allowed us to receive specialty care by civilian network providers at minimal or no cost to her family.

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Amber was also fortunate enough to receive a grant from the Marine Corps' Exceptional Family Member Assistance Fund which enabled her to receive a recreational all-terrain wheelchair. This wheelchair has allowed Amber to participate in outings, to include going to the beach, and taking walks in rough terrain after years of not having access to these types of activities.

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Military Community Family Contact Information

Virginia EFMP/Special Needs Coordinators

United States Navy

DALGREN (FFSC)

Fleet and Family Support Center, ATTN: Ms. Sparbel

NAVSURFWARCENDIV, CD23, Bldg 214

17320 Dalgren Rd.

Dalgren, VA 22448-5100

Phone (DSN)

249-1839

Phone (Commercial)

800-500-4947

Fax (Commercial)

540-653-1089

E-mail Address

[EFMP/Special Needs Coordinators Contact](#)

LITTLE CREEK

Officer In Charge

Branch Medical Clinic, Little Creek

1035 Nider Blvd Suite 100

Norfolk, VA 23521-2731

Phone (DSN)

680-7313

Phone (Commercial)

757-314-7313/7312/7309/7301

Fax (Commercial)

757-314-7332

E-mail Address

[EFMP/Special Needs Coordinators Contact](#)

QUANTICO (FFSC)

Address not provided.

Phone (DSN)	278-2172
Phone (Commercial)	888-759-8864 or 704-784-2172
Fax (Commercial)	703-784-4434
E-mail Address	EFMP/Special Needs Coordinators Contact

YORKTOWN

Officer In Charge
Branch Medical Clinic
NAVWPNSTA PO Box 0090
Yorktown, VA 23691-0090

Phone (DSN)	953-7404
Phone (Commercial)	757-214-6156
Fax (Commercial)	757-887-7504
E-mail Address	EFMP/Special Needs Coordinators Contact

NAS OCEANA

Officer In Charge
Branch Medical Clinic
NAS Oceana
Virginia Beach, VA 23460-5140

Phone (DSN)	433-7004/7172
Phone (Commercial)	757-314-7004/7172
Fax (Commercial)	DSN 433-2956
E-mail Address	EFMP/Special Needs Coordinators Contact

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Supporting our Troops & their Families

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MilitaryHOMEFRONT is the central, trusted, up-to-date source for Service members and families to obtain information about all Quality of Life programs and services. Whether you live the military lifestyle or support those who do, you'll find what you need! ...



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Find all you and your family need to know - from your first ID card to your transition to civilian life.



Leadership

Locate official quality of life program information and resources for your troops and their families.



Service Providers

Access desk guides, policies, forms, and other information from service branches and the Department of Defense.



Highlights and Headlines

[DoD Warns Against "Loan Shark" Lenders](#)

WASHINGTON, June 17, 2005-The Defense Department has launched a new effort to educate servicemembers about the dangers of borrowing from "loan-shark" lending companies and to teach them how to avoid ending up in a spiral of compounding debt, a DoD official said here today. (Posted on Tuesday, June 21, 2005)

[Newman's Own Awards Presented at Pentagon](#)

WASHINGTON, June 20, 2005- Eleven volunteer organizations that reach out to help improve the quality of life of military families took home between \$2,500 and \$10,000 today to help them continue their work in military communities. The money was awarded during the sixth annual Newman's Own Awards ceremony in the Pentagon's Hall of Heroes. (Posted on Tuesday, June 21, 2005)

[DoD Employee Lauded for Improvements to Iraqi Education](#)

WASHINGTON, June 16, 2005 - On June 15 at the Library of Congress, Good Housekeeping magazine recognized Defense Department employee Leslye Arsht for getting the Iraqi education system up and running.

Service Providers/EFMP

- **Special Needs Smart Book**
- **Available on line in September**
- **Available in CD and hard copy now.**



**“Military
OneSource is
another asset
we have to
help the
services take
care of their
own.”**



What is OneSource?

- Military OneSource is an employee assistance program
- Sponsored by the Department of Defense
- Available 24 hours a day, 7 days a week, 365 days per year.
- Provided at no cost to active duty, guard and reserve and their families
- Assists all families, not just those with disabilities

Eligibility & Confidentiality

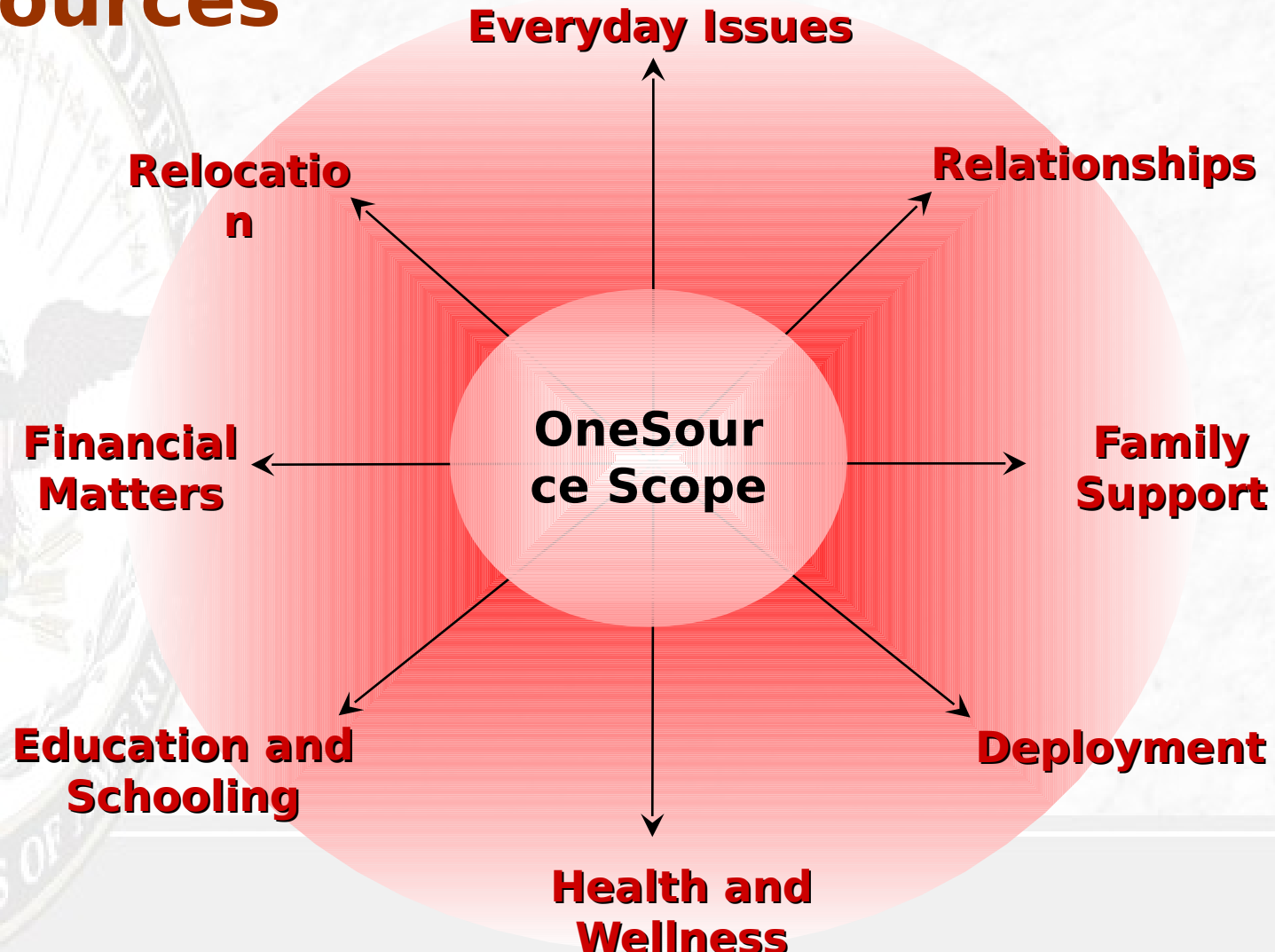
Eligibility

- **Active duty and family members**
- **Active and Inactive Reservists, Guard and family members**
- **Various service delivery staff**

Confidentiality/Privacy

- **Military OneSource may be used anonymously.**
- **A confidentiality statement identifies the limits of confidentiality. Incidents that are reportable to local authorities and command: Harm to self or others, child abuse and spousal abuse.**

Information and Referrals to Military and Civilian Resources



Consultants & Researchers

- Dedicated Military Service Delivery Staff in Philadelphia, PA and St. Petersburg, FL.
- Consultants have Masters Degree's in Education, Social Work or Counseling
- Research team does customized searches with confirmed matches to answer all your questions
- Assistive Technology TTY for hearing impaired callers and TDD on-line for low vision users
- Language Line is a service that supports over 100 languages for three way calls with consultants to assist individuals in their native language
- Translation Service is available to modify documents from English to another language (over 140+)

Special Needs Division

- Military OneSource Division of Special Needs employs consultants who have advanced degrees in a wide variety of subjects, and an has extensive research department to respond to case-specific questions.
- A Military Education Specialist is devoted to a particular discipline or branch of study of special education.
- Specialty services can be accessed through the main telephone number for Military OneSource, and an appointment with a military special needs specialist can be requested.

OneSource Online

Military OneSource.com

User ID: Military Password: OneSource

- **Life Workshop**
- **Self Assessment Tool**
- **Calculators**
- **Online Locators**
- **Resource rooms**
- **Other Military Resources**
- **Educational Materials**

The screenshot shows the Military OneSource website. At the top, there's a navigation bar with links like Home, Materials Request, Contact Us, Site Map, and Site Help. Below this, a large banner reads "Military OneSource. Serving American troops and families." To the left of the banner is a sidebar with a "How may we help you?" section containing a list of topics: Parenting & Child Care, Military Life, Education, Midlife & Retirement, Older Adults, Disability, Financial, Legal, Everyday Issues, Work, International, For Managers, Health, Emotional Well-Being, and Addiction & Recovery. Below this list is a "¿Habla Español?" section with a link to "Necesita información en español?". To the right of the banner is a "This Month's Feature" section with a link to "more". Below that is a "Weekly Poll" section with a question "Do you ever have trouble falling asleep?" and three radio button options: "Yes, all the time.", "Every once in a while.", and "Hardly ever." Below the poll is a "Submit" button and a link to "View Results: 92 votes". To the right of the poll is a "Life Articles" section with a link to "Returning to Family Life After Military Deployment" and a link to "Helping a Young Child Cope with a Parent's Deployment". Below the articles is a "Today's Tip" section with a link to "more". To the right of the tip is a "Life Issues News & Tips" section with a link to "more". At the bottom of the page is an "Email Newsletter" section with a link to "Sign up for MyMilitary OneSource to start receiving newsletters."

Educational



In-person Counseling

- **One Source** is the referral source for six sessions on any subject
- **Counseling sessions in your community**
- **Licensed Counselors**
- **Short term problem resolution**
 - **Family issues**
 - **Adjusting to return from deployment**
 - **Grief counseling**
 - **Marital issues**
- ***No charge to service members or family members***



OneSource Quality Commitment

We are committed to the highest quality experience

- **We answer the phones 24 x 7 x 365**
- **We follow-up as mutually agreed upon by caller
and consultant**
- **We assure quality with Customer Satisfaction Surveys**

The background of the slide features a large, faded seal of the Department of Defense. It depicts an eagle with wings spread, perched on a shield with vertical stripes, surrounded by a circular border with the words "DEPARTMENT OF DEFENSE" and "UNITED STATES OF AMERICA".

Family Readiness Tool

- Try the service yourself
- Remind service members that the service exists
- Refer family members to the service
- Train key support personnel on the benefits

Why?

Saves you time and
lets you focus on other duties